## AMENDMENTS TO THE CLAIMS

1    1.     (Currently Amended) A method of automated data collection and analysis, the

2         method comprising the machine-implemented steps of:

3         receiving a request for information about a device, wherein the device is a network

4               element configured for receiving packets and transmitting the packets in a

5               packet-switched network;

6         constructing a command set, wherein the command set is a set of executable

7               commands that indicate collection of data from the device and zero or more

8               other devices;

9         sending a link referencing the command set to a computer associated with the device;

10        at the computer associated with the device:

11              downloading the command set that is referenced in the link based on

12                     following the link;

13              invoking a command runner module to execute the downloaded command set;

14              receiving a set of results from the device;

15              removing one or more confidential data elements from the set of results to

16                     create a modified result set; and

17              providing the modified result set to a provider server that comprises an

18                     analysis engine;

19        receiving analysis results from ~~an~~ the analysis engine, wherein the analysis results are

20               based at least in part on ~~a~~ the modified result set ~~of results received from the~~

21               ~~device and produced by executing the command set~~; and

22        determining a set of solutions based on the analysis results.

1   2.     (Original)     The method of Claim 1, wherein the command set comprises one or

2         more commands to collect data from two or more devices simultaneously.

1   3.     (Original)     The method of Claim 1, wherein the command set comprises a first

2         command to collect data from the device at a first time, and a second command to

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3    collect data from the device at a second time, wherein the first time is different from

4    the second time.


1    4.    (Original)    The method of Claim 1, further comprising the step of producing the

2    analysis results based on a result set, where the result set is based at least in part on

3    the execution of the command set.


1    5.    (Canceled)


1    6.    (Original)    The method of Claim 1, further comprising the step of providing the

2    set of solutions to a user.


1    7.    (Original)    The method of Claim 1, wherein the step of constructing the command

2    set comprises choosing one or more commands from a list of predefined commands.


1    8.    (Original)    The method of Claim 7, wherein the step of choosing one or more

2    commands from the list of predefined commands comprises choosing one or more

3    commands based at least in part on the request for information about the device.


1    9.    (Original)    The method of Claim 1, wherein the step of constructing the command

2    set comprises defining new commands based on the request for information about the

.3    device.


1    10.    (Currently Amended) A method for automated data collection from a network device

2    and analysis of the data, the method comprising the machine-implemented steps of:

3    receiving a request for information about the network device;

4    constructing a command set, wherein the command set is a set of executable

5    commands that indicate collection of data from the network device and zero or

6    more other network devices;


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| 7 | | sending a link referencing the command set ~~for execution at~~ to a computer associated |
|---|---|---|
| 8 | | with the network device; |
| 9 | | at the computer associated with the network device: |
| 10 | | downloading the command set that is referenced in the link based on |
| 11 | | following the link; |
| 12 | | invoking a command runner module to execute the downloaded command set; |
| 13 | | receiving a set of results from the network device; |
| 14 | | removing one or more confidential data elements from the set of results to |
| 15 | | create a modified result set; and |
| 16 | | providing the modified result set to a provider server that comprises an |
| 17 | | analysis engine; |
| 18 | | receiving analysis results from ~~an~~ the analysis engine, wherein the analysis results are |
| 19 | | based at least in part on ~~a~~ the modified result set ~~of results received from the~~ |
| 20 | | ~~network device and produced by executing the command set~~; and |
| 21 | | determining a set of solutions based on the analysis results. |

| 1 | 11. | (Currently Amended) A machine-readable medium carrying one or more sequences |
|---|---|---|
| 2 | | of instructions for automated data collection and analysis, which instructions, when |
| 3 | | executed by one or more processors, cause the one or more processors to carry out the |
| 4 | | steps of: |
| 5 | | receiving a request for information about a device, wherein the device is a network |
| 6 | | element configured for receiving packets and transmitting the packets in a |
| 7 | | packet-switched network; |
| 8 | | constructing a command set, wherein the command set is a set of executable |
| 9 | | commands that indicate collection of data from the device and zero or more |
| 10 | | other devices; |
| 11 | | sending a link referencing the command set ~~for execution at~~ to a computer associated |
| 12 | | with the device; |
| 13 | | at the computer associated with the device: |
| 14 | | downloading the command set that is referenced in the link based on |
| 15 | | following the link; |

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16          invoking a command runner module to execute the downloaded command set;

17          receiving a set of results from the device;

18          removing one or more confidential data elements from the set of results to

19              create a modified result set; and

20          providing the modified result set to a provider server that comprises an

21              analysis engine;

22      receiving analysis results from ~~an~~ the analysis engine, wherein the analysis results are

23          based at least in part on ~~a~~ the modified result set ~~of results received from the~~

24          ~~device and produced by executing the command set~~; and

25      determining a set of solutions based on the analysis results.


1    12.    (Currently Amended) An apparatus for automated data collection and analysis,

2          comprising:

3      means for receiving a request for information about a device, wherein the device is a

4              network element configured for receiving packets and transmitting the packets

5              in a packet-switched network;

6      means for constructing a command set, wherein the command set is a set of

7              executable commands that indicate collection of data from the device and zero

8              or more other devices;

9      means for sending a link referencing the command set ~~for execution at~~ to a computer

10             associated with the device;

11     at the computer associated with the device, means for performing the steps of:

12             downloading the command set that is referenced in the link based on

13                 following the link;

14             invoking a command runner module to execute the downloaded command set;

15             receiving a set of results from the device;

16             removing one or more confidential data elements from the set of results to

17                 create a modified result set; and

18             providing the modified result set to a provider server that comprises an

19                 analysis engine;

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20   means for receiving analysis results from ~~an~~ the analysis engine, wherein the analysis

21      results are based at least in part on ~~a~~ the modified result set ~~of results received~~

22      ~~from the device and produced by executing the command set~~; and

23   means for determining a set of solutions based on the analysis results.


1   13.   (Currently Amended) An apparatus for automated data collection and analysis,

2      comprising:

3   a network interface that is coupled to a data network for receiving one or more packet

4      flows therefrom;

5   a processor;

6   one or more stored sequences of instructions which, when executed by the processor,

7      cause the processor to carry out the steps of:

8      receiving a request for information about a device, wherein the device is a

9         network element configured for receiving packets and transmitting the

10        packets in a packet-switched network;

11     constructing a command set, wherein the command set is a set of executable

12        commands that indicate collection of data from the device and zero or

13        more other devices;

14     sending a link referencing the command set ~~for execution at~~ to a computer

15        associated with the device;

16     at the computer associated with the device:

17        downloading the command set that is referenced in the link based on

18           following the link;

19        invoking a command runner module to execute the downloaded

20           command set;

21        receiving a set of results from the device;

22        removing one or more confidential data elements from the set of

23           results to create a modified result set; and

24        providing the modified result set to a provider server that comprises an

25           analysis engine;

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27          receiving analysis results from ~~an~~ the analysis engine, wherein the analysis

28              results are based at least in part on ~~a~~ the modified result set ~~of results~~

29              ~~received from the device and produced by executing the command set;~~

30              and

31          determining a set of solutions based on the analysis results.


1   14.    (Canceled)


1   15.    (Canceled)


1   16.    (Canceled)


1   17.    (Canceled)


1   18.    (Canceled)


1   19.    (Canceled)

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